

Centers for Medicare & Medicaid Services
Medicare Contractor Provider Satisfaction Survey (MCPSS)
Fact Sheet

About MCPSS

- The MCPSS offers Medicare Fee-For-Service (FFS) providers an opportunity to give the Centers for Medicare & Medicaid Services (CMS) feedback on their satisfaction, attitudes, perceptions, and opinions about the services provided by their respective contractor.
- Survey questions focus on seven key business functions of the provider-contractor relationship: Provider Inquiries, Provider Outreach & Education, Claims Processing, Appeals, Provider Enrollment, Medical Review, and Provider Audit & Reimbursement.
- CMS distributed the 2010 survey to approximately 33,000 randomly selected providers, including physicians and other health care practitioners, suppliers, and institutional facilities that serve Medicare beneficiaries across the country. Those health care providers selected to participate in this year's survey were notified in January.
- The 2010 MCPSS survey questions used a new fully labeled rating scale of 1 to 5, "1" representing "very dissatisfied" and "5" representing "very satisfied".

2010 Results

- Of all providers who responded, more than 69 percent stated they were satisfied or very satisfied with their contractor's overall performance and 13 percent were dissatisfied or very dissatisfied with their contractor's overall performance.
- Audit & Reimbursement and Claims Processing business functions were rated with the highest level of provider satisfaction.
- High satisfaction was also expressed by hospices, ESRD providers, and Rural Health clinics; while low satisfaction was expressed by licensed practitioners and laboratories.
- Individual results were provided to contractors for their use in process improvement activities.
- The public report may be found at <http://www.cms.hhs.gov/MCPSS/>

For More Information and Survey Results

- Visit the CMS website at: <http://www.cms.hhs.gov/MCPSS>
- Contact CMS, Tressa Mundell, 410-786-9176, Teresa.Mundell@cms.hhs.gov
- Contact CMS, Colette Shatto, 410-786-6932, Colette.Shatto@cms.hhs.gov

2011 MCPSS

- Survey to be distributed to a new sample of approximately 30,000 randomly selected Medicare FFS providers in January.
- Results released to Medicare Contractors, Summer 2011
- Public Reports targeted for release, Summer 2011